



Federal Human Capital Survey

February 2007



Background

- Purpose:
 - Assess the state of human capital management across the Federal Government
 - Provide information to improve agency management practices and the work environment for Federal employees
- Third survey conducted by OPM (2002, 2004, 2006)
 - Survey conducted during June – August 2006



What was measured?

- Federal employees' perceptions on how agencies manage their workforces.
- Assesses 73 items, (51 items used since 2002) in 7 major categories:
 - Personal work experiences,
 - Recruitment, Development and Retention
 - Performance Culture
 - Leadership
 - Learning (Knowledge Management
 - Job Satisfaction
 - Satisfaction with Benefits



NASA-wide Results

- Sample Size= **7,981**, Response Rate = **59% (4,734 employees)**
 - Center Response Rates: Highest = Dryden at 72%, lowest = Goddard at 38%, Langley's rate = 62%, mid-range,
- NASA's rankings (out of 36 agencies) are:
 - **2nd** on Leadership & Knowledge Management
 - **3rd** on Results-Oriented Performance Culture
 - **3rd** on Talent Management
 - **3rd** on Job Satisfaction



Summary of NASA Trends

- Slight Agency increase (of 1.5%) in employee's personal work experiences
- 4% increase across our learning environment.
- Statistically insignificant negative change of a half percentage point around performance cultural issues and job satisfaction.
- Talent Management dropped 1.5% overall.
- Drop of over 3% in the leadership area, the foundation of strong human capital management



LaRC Results

- Langley's response rate = 62% (mid-range for the agency)
- Overall Langley ranked 7th out of 10 NASA centers for positive responses.
- Langley Responses:
 - **6** items (8%) were ranked in the top-tier of agency positive responses (i.e. Langley ranked 1st thru 3rd)
 - **20** items (27%) were ranked in the mid-tier of agency positive responses (i.e. Langley ranked 4th thru 6th highest)
 - **47** items (64%) were ranked in the lowest-tier of agency responses (i.e. Langley ranked 7th thru 10th)



LaRC Notable Trends

- LaRC ranked **first** in the Agency on 3 employee benefits items:
 - Paid leave for illness, telecommuting policies, and alternative work schedules)
- LaRC ranked **last** in the Agency on 11 recruitment, development, performance culture and learning/knowledge management items:
 - Ability to recruit the right skills, skills improvement over the past year, enough resources to do the job, reasonable workload and physical condition of workplace
 - Promotions based on merit, dealing with poor performers, recognition for differences in performance, and diversity policies and programs
 - Availability of electronic access to learning and development programs and employee use of information technology



LaRC Notable Trends cont.

- LaRC showed ***slight*** increases (~3 points) in several areas:
 - Cooperation to get the job done, opportunity to improve skills, feelings of personal accomplishment,
 - Improved perception of the job of supervisors, supervisor support for balancing work and family, opportunities to demonstrate leadership, personal empowerment for work processes,
- LaRC showed ***improving*** trends (~ 3 points) in several areas:
 - Knowledge of how work relates to agency goals,
 - Accountability for results
 - Honesty and Integrity of leadership
 - Satisfaction with information received from management



LaRC Notable Trends cont.

- LaRC showed ***significant*** decreases (~ 7 or more points) in several areas:
 - Recruiting the right skills, skills improvement in the past year, sufficient resources, reasonable workload
 - Rewards for high quality products, rewards for creativity and innovation, linking awards to how well employees perform, fair appraisals
 - Policies that promote diversity, managers working with people of different backgrounds
 - Progress in meeting organizational goals, resolving grievances fairly, fear of reprisal
 - Satisfaction with training opportunities, satisfaction with retirement benefits
- LaRC showed ***declining*** trends (~ 3 points) in several areas:
 - Job relevant knowledge to accomplish organizational goals, effective use of employees' talents
 - Meaningful recognition of differences in performance
 - High level of motivation



Summary

- Agency environment clearly influenced responses. Contributing factors include:
 - Columbia Accident Investigation Board (CAIB) report
 - New Exploration vision
 - Leadership changes
 - Freezes, buyouts and work transfer packages
 - Profound change in performance management system
 - Uncovered FTE issues and budgetary constraints
- NASA as an agency still ranks among the highest in the Federal government
 - Even the lowest rated areas are above the Federal-wide averages